IAC Ch 103, p.1

441—103.15(218) Grievance procedure.

103.15(1) A resident shall have the right to file a grievance against a policy, program or procedure.
103.15(2) The institution shall have a clearly written grievance procedure with at least one appeal level.

103.15(3) All grievances filed shall be heard.

This rule is intended to implement Iowa Code section 218.4.